



Communication Release

07/03/2025

Progress Note Updates

The Progress Note form has been updated 1) to align with the FY 25-26 Rates Matrix (please see [FY 25-26 Rates Matrix and Code Changes](#)) and to account for Procedure Code and Service Type changes, and 2) to allow providers to select if \$0 billings related to incentives were provided during the course of service delivery.

- 1) FY 25-26 Rates Matrix and Code Changes: Procedure Codes (CPT/HCPCS) and Service Types have been aligned with the FY 25-26 Rates Matrix.
 - a. Procedure Codes (CPT/HCPCS) additions include Cooperative (Co-op) Child Care, 15 mins (T1009), and Licensed-like Child Care (T1017). These codes can only be used by approved PPW agencies.
 - b. Service Type additions include Care Coordination – Child; Childcare – Cooperative (Co-Op), Childcare – Licensed Like, and CENS. These can be used by PPW providers or CENS to more accurately document these services.
- 2) "Check all applicable services delivered as part of treatment:" Allows providers to select if MAT Education (H2010M) and/or Naloxone Handling/Distribution (H2010N) services were provided in session, along with a reminder to ensure these services are clearly documented in the progress note. This field was added to help streamline documentation for incentives. Applicable services provided in session will be displayed on the Progress Note Status Report.

The updated Progress Note is available in TRAIN for testing. Please provide feedback by 7/17/2025.

KPI Degradation Update

On Wednesday June 25th, 2025, providers were notified of a KPI Degradation via email. MSO KPI Dashboards 2.0 is timing out during the overnight reload process and therefore has not been updating daily as expected. Our Netsmart KPI consultants and engineers are investigating and testing possible resolutions. SAPC will notify the network when the issue is resolved. In the interim, providers may use the following reports for information that may have otherwise been obtained through KPI.

- Authorization Request Status Report
- Claim Status Report (sent via SFTP)
- Cost of Service by Client Report
- EOB Remittance Advice (sent via SFTP)
- Provider Services Detail Report
- Provider Services Summary Report

At this time, PM KPI Dashboards are refreshing and the data there is currently up to date. PM KPI Dashboards data has also been truncated as part of the semi-annual truncation. PM KPI data is now available from 1/1/2023 to the last load date. As such, providers are able to access and use PM KPI sheets at this time.

Inter-County Transfer Training Video

The PowerPoint and recording for the Inter-County Transfer training held on June 3rd, 2025, has been posted to the [SAPC website](#) under [Manuals, Bulletins, and Forms in the Finance Tab](#). Providers should ensure relevant intake and eligibility staff view the training to avoid issues with transferring benefits to LA County.

Highlights from Previous Communications

7/7 Roll-Out of DHCS Medi-Cal Provider Portal: DHCS is implementing a series of changes to enhance existing electronic services and, in some cases, implementing new tools for Medi-Cal providers and submitters. DHCS requires that all users performing transactions, including running eligibility checks, *register for the Medi-Cal Provider Portal by Monday July 7th*. DHCS will discontinue the current Medi-Cal Transaction Services website on July 7th as it will be migrated to the new Provider Portal. Each user is required to have their own login to access the portal. Providers will still have access to the 270 request, AEVS and POS machines, which are not impacted by this migration. An administrator for the provider can contact the Telephone Service Center at (800) 541-5555 to request initial access. Only the administrator needs to call and register, at which point, they can enroll other users internally. For additional information please see SAPC's communication to providers on June 13th titled "Update on DHCS Medi-Cal Provider Portal" and DHCS' [Electronic Services Transition](#) page. Please see the published [FAQs](#) for the new Provider Portal for additional information on how to register and the key differences.

7/10 SAPC Finance Billing & Denial Resolution Tutoring Lab: The July Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, July 10th, from 1-2:30pm (please note the change in date)* and will resume meeting on the first Thursday of every month in August. These sessions will include announcements and reminders related to billing, demonstration of billing processes/review of policies/troubleshooting, and open Q&A. SAPC Finance encourages all agency billing staff to attend as well as any additional agency staff interested in hearing billing and denial resolution information. If providers have requests for procedures or policies to review during the lab, please email SAPC-Finance@ph.lacounty.gov. The [Billing & Denial Resolution Tutoring Lab Meeting Link](#) is on the SAPC Training Calendar. Please be sure to add it to your calendars! The recorded presentation, slides, and FAQ for the prior Finance Billing & Denial Tutoring Lab are available at [Sage Finance](#) under Billing and Denial Resolution Tutoring Lab.

Eligibility Verification: For providers submitting OP and OTP authorizations, please check the eligibility verification (EV) expiration date first and align the end date of the authorization to the EV expiration date before submitting the authorizations. It is the provider's responsibility to submit accurate authorization dates to prevent unnecessary delays.

For all other LOC, please calculate the correct end date:

- WM: start date +13 (14 days total)
- Residential/ Initial Engagement: start date +29/ +59 (30/60 days total)
- RBH: start date +89 (90 days total)
- RICM: start date +179 (180 days total)

Community Health Worker Attestation: DHCS expanded the DMC-ODS workforce to include Community Health Workers (CHW) in the [State Plan Amendment \(SPA\) 24-0052](#). CHW services are defined as preventive health services delivered by a CHW to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health. CHWs may include individuals known by a variety of job titles, such as promotores, community health representatives, navigators, and other non-licensed public health workers, including violence prevention professionals. CHWs are required to have a supervisor. The Community Health Worker Attestation form is required for staff who will work under the CHW credential. It is required to attach this form to the Sage Helpdesk User Creation Catalog item ticket. The form will be sent to Agency Sage Liaisons and will be posted to the [Sage User Enrollment](#) website. CHW are configured in Sage for FY 25-26 billing.

User Role Update for RNs: During the [May 6th](#) All Treatment Provider Meeting, clarification was provided regarding the scope of Registered Nurses who are considered Licensed Practitioners of the Healing Arts (LPHA) but are not diagnosing clinicians. RNs may continue finalizing the Problem List; however, only a diagnosing LPHA or License Eligible LPHA is allowed to finalize the ASAM CONTINUUM™ and Medical Necessity Justification Note. Currently, RNs have been included in either the user role PCNXFinClinLPHA or PCNXClinicalOnlyLPHA. Effective 7/1/2025, active users with RN credentials will be moved to a user role for non-diagnosing medical staff, PCNXFinRNVLNLTMA or PCNXRNVLNLTMA.

KPI Truncation: KPI data is truncated every six (6) months at the beginning of the calendar and fiscal year. KPI maintains a rolling history of two (2) full fiscal years (FY), two (2) full calendar years (CY), and the current FY and CY. As such, KPI data will be truncated on 7/1/2025, limiting available data to include only 1/1/2023 - present. As with previous truncation periods, providers who would like copies of KPI data from the time period 7/1/2022 - 12/31/2022 are encouraged to export relevant data from KPI on or before 6/30/2025. As of 7/1/2025, the following data is available:

- Second half of Fiscal year 22/23; FY 23/24; FY 24/25; FY 25/26 to date
- CY 2023; CY 2024; CY 2025 to date